

RISING STAR: HEXAWARE

Overview

Hexaware is an India-based, fast-growing service provider, delivering IT, BPO and consulting services. It offers business process transformation services with a high focus on automation to boost efficiency and bottom line for its clients. The company has industry veterans as part its leadership to support these services. In the intelligent process automation business, Hexaware has strong presence in the banking and financial services market, followed by business services, healthcare and pharma industries.

Strengths

Proprietary intelligent automation capabilities: Hexaware offers proprietary platform, tools and frameworks, including AutomaTON, HiPAS and Digital Operating Command Center to deliver automation solutions that are further strengthened by its partnerships with leading automation platform vendors. With these proprietary platforms, tools and frameworks, the company has been able to deliver end to end automation solutions to more than 125 clients, and has deployed over 1,200 bots.

Automation-first approach with fearless revenue cannibalization: Hexaware has been rapidly expanding its presence in the U.S. business process automation market with its “Automate Everything” philosophy. Its approach toward bringing in higher efficiencies, productivity gains and transformation of customer experiences by leveraging a whole range of technologies from RPA to AI and no fear of revenue cannibalization differentiates Hexaware from its peers.

Flexible engagement models: Going by its customer-first approach, Hexaware provides its clients next-gen pricing models with commercial and contractual flexibility. It demonstrates skin in the game by offering enterprises with use case-based catalogs and gain share models based on threshold automation levels achieved. This has helped its clients to reap assured benefits from the onset.

Caution

While Hexaware has already assured over 100 million savings for its IBA clients, till date, by leveraging its proprietary open-source platform (AutomatON), framework (HiPAS) as well as third-party platforms, it should focus on improving branding and creating awareness of its proprietary platform and point solutions to garner market recognition and realize mindshare equivalent to the competencies already showcased.



2020 ISG Provider Lens™ Rising Star

Hexaware's visionary delivery leadership, “automation first” go-to-market approach, and flexible, outcome driven engagement models make it a prominent partner of choice for enterprises.